

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES 1 35	
2. AMENDMENT/MODIFICATION NO. 000005		3. EFFECTIVE DATE 08/17/2011		4. REQUISITION/PURCHASE REQ. NO.	
6. ISSUED BY NASA/Goddard Space Flight Center Headquarters Procurement Office Candis Edwards/Code 210.H 301-286-4095 Greenbelt MD 20771		CODE HQ		5. PROJECT NO. (If applicable)	
		7. ADMINISTERED BY (If other than Item 6) NASA/Goddard Space Flight Center Headquarters Procurement Office Candis Edwards/ Code 210.H 301-286-4095 Greenbelt MD 20771		CODE HQ	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO. (x) NNH11367108R 9B. DATED (SEE ITEM 11) x 07/13/2011 10A. MODIFICATION OF CONTRACT/ORDER NO. 10B. DATED (SEE ITEM 13)			
CODE		FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input checked="" type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
12. ACCOUNTING AND APPROPRIATION DATA (If required)					
13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A. B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b). C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: D. OTHER (Specify type of modification and authority)				
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) The purpose of Amendment 5 is to (1) make one change to the Statement of Work; and (2) post additional questions and answers. See page two accordingly.					
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.					
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Sandra P. Bruce			
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA		16C. DATE SIGNED	
(Signature of person authorized to sign)		(Signature of Contracting Officer)			

- 1.) Delete the Statement of Work (SOW) dated 08/03/2011 in its entirety and replace it with the SOW dated 08/17/2011 attached hereto.

Below is the only change reflected in the revised SOW (changes are shown in **bold** and *italic*):

- (a) Paragraph 11.14.1.4 was revised to read as follows:

Attend a Personnel Security, or other security related, training class once a year to maintain knowledge of current and new ***national level*** policies and procedures pertaining to the *NASA* Personnel Security Program and ***other NASA security programs***. ***The cost of this training shall be borne by the contractor. The contractor is not required to backfill for employees engaged in training classes. Training cannot be longer than one week.***

- 2.) Post the following questions and answers:

Question 73:	Will the government provide a seniority roster for current guards so that all offerors may accurately price the vacation accrual rates for this requirement? If the government will not provide this information will they provide a base-line number for all offerors to use?
Answer 73:	This information is not available to the Government.
Question 74:	<p>We have been told by a few of our clients that with the implementation of the CPARS they will no longer respond to Past Performance Questionnaires.</p> <p>a. How will this affect an offerors rating if their past performance references will not respond to questionnaires?</p> <p>b. Can the offer submit copies of past CPAR evaluations, or will NASA contract review team check CPARS for past performance in lieu of the questionnaires?</p>
Answer 74:	Past performance questionnaires are one method in which we attempt to obtain past performance feedback. While questionnaires are still desirable, the customer and/or offeror may submit copies of relevant CPARS evaluations and the NASA evaluation team will also review Government databases for past performance feedback that is relevant to this effort.
Question 75:	<p>Section 11.14.1.4 states the Security Specialist attend a Personnel Security or other related training class once a year.</p> <p>a. Will NASA sponsor or provide access for personnel supporting this positions to attend government training courses, or is the contractor expected</p>

	to cost this training into our bill rates?
Answer 75:	See Amendment 5 for changes to the Statement of Work, section 11.14.1.4.
Question 76:	The CBA posted with amendment #2 only shows pay and H&W rate up through 2/28/2011. Since the current applicable AWD for armed guard II and H&W are higher than those shown in the CBA WD provided with the solicitation, is it the government intent for offerors to use the pay and fringe rate in the provided CDA, use the current applicable AWD pay and fringe rate, or will the government provide a current attachment/amendment to the CBA showing the current pay & fringe rates?
Answer 76:	See Amendment 4 for update to Attachment H - Collective Bargaining Agreement.

- 3.) The proposal submission date will remain on 08/19/2011 at 12:00 PM eastern standard time.

NASA/HQ

NASA Headquarters Protective Services Contract

08/17/2011

TABLE OF CONTENTS

1. General.....	5
<ul style="list-style-type: none">• Planned and Unplanned Event• Coordination with the Contractor and NASA• Project Manager• Post Orders and General Orders• Contract Security Classification Specification DD Form 254• Quality Control Assurance Plan• Safety and Health Plan• Emergency Preparedness and Response• Indefinite Delivery, Indefinite Quantity (IDIQ) Task Orders	
2. Physical Security.....	8
<ul style="list-style-type: none">• Resource Protections• Physical Security Support	
3. Access Control Program.....	8
4. Uniformed Operations.....	9
5. Electronic Security Systems.....	10
<ul style="list-style-type: none">• Badge Operator• Security Systems Technician	
6. Locksmith.....	11
7. ID Management.....	12
8. Dispatchers.....	13
9. Records.....	13
10. Reporting.....	14
11. Security Administration.....	14
<ul style="list-style-type: none">• Security Records Management• International Visit Coordinator• Personnel Security Systems• Electronic Questionnaires for Investigations Processing (e-QIP)	

• Adjudications	
• Records Checks	
• Position Risk/Sensitivity Determinations	
• Fingerprinting	
• Personnel Security Data Management	
• Hours	
• Qualifications	
• Security Specialist	
• Security Assistant	
12. Information Security.....	17
• Document Destruction	
• Document Storage and Accounting	
• Classification Management	
• Sensitive But Unclassified (SBU)	
• Mandatory Training (Executive Order 12958)	
13. Investigation.....	19
• Criminal Incident Reports/Records	
• Testify in Court/Other Hearings	
• Evidence Collection & Storage	
• Standard Blotter and Reports	
• Federal, State, & Local Liaison	
• Crime Scene Protection	
14. Training Requirements and Mandatory Skill and Performance Levels.....	20
• NASA Certifications	
• NPSTA/SOFC Implementation	
• NASA HQ Local Orientation Training	
• Firearms Training, Range Operations, and Maintenance	
• Quality Control	
• Non-Lethal Weapons	
15. Required Security Education, Briefings and Orientations.....	22
16. Staffing	22
17. Physical Fitness Requirement.....	24
18. Qualifications.....	24

- Citizenship
- Personal Traits
- Education and Experience
- Age Qualifications
- Pre-Employment Investigation
- Standards of Conduct
- Fitness for Duty

19. Uniform and Support Equipment Standards.....	27
20. Psychological Screening.....	29
21. Drug Testing and Drug & Alcohol-Free Workforce Requirements.....	29
22. Documents.....	30

**NASA HEADQUARTERS
PROTECTIVE SERVICES
STATEMENT OF WORK (SOW)**

1. General

1.1. Contractor employees occupying any and all protective services positions may be required to perform work on an occasional basis at other locations within the Washington, DC, Metropolitan commuting area as directed by the Contracting Officer Technical Representative (COTR).

1.2. Contractor employees regardless of position or title working under this contract core and Indefinite Delivery Indefinite Quantity (IDIQ) components are to be cleared to at least the SECRET level. Some employees, depending upon post assignment, will be required by the Contracting Officer (CO) or the COTR to have a higher clearance.

1.3. All requirements contained within this SOW are considered to be within the day-to-day baseline effort, with the exception of the Unplanned Events paragraph below and those requirements specifically identified in this PWS to be provided under Indefinite Delivery, Indefinite Quantity (IDIQ) Task Orders, or as directed by the CO through CO TOs or contract modifications.

1.4. The contractor shall allow sufficient relief for meal and rest breaks for all positions and/or posts requiring continuous coverage. The contractor shall ensure that all such positions and/or posts have continuous coverage during breaks and any absences. The Project Manager, Supervisors, or any other contractor employee assigned to another "fixed" post may not be used for this purpose. Security Officers assigned to roving posts may be used to assist in covering meal and relief breaks for the fixed post locations. The contractor shall provide replacement or substitute staffing (e.g., equally trained, certified, and/or cross-trained as "back-up" personnel) to continue full operational, administrative, or technical services required at all times such positions are to be staffed.

1.5. Coordination between the Contractor and NASA

1.5.1. Regular business or performance meetings are to be held at least twice a month between representatives of NASA and the contractor. NASA attendees may include the Headquarters Center Chief of Security (CCS), the COTR, the CO, and/or other NASA or government officials.

1.5.2. The contractor may request a meeting with the CO and/or the COTR when the contractor considers such a meeting necessary to discuss or resolve business or performance matters.

1.5.3. The contractor shall attend and participate in meetings to discuss business, operational, and performance issues at the request of the COTR or CO.

1.5.4. The contractor shall provide to the COTR a written weekly report containing: badges processed, incidents responded to, investigations processed, and attendance figures (hours lost due to absent employees).

1.6. The contractor shall ensure compliance with all documents listed in section 22.1 of this Statement of Work (SOW).

1.7. Project Manger.

1.7.1. The contractor shall ensure that a qualified Project Manager is on site during duty hours and as required during unplanned events.

1.7.2. Qualifications

1.7.2.1. TOP Secret security clearance

1.7.2.2. Two years minimum experience in supervising and managing a major contract security facility.

1.7.2.3. The COTR shall review individual's qualifications and approve prospective Project Managers prior to performing under this contract.

1.7.3. Duties

1.7.3.1. Notify the Contracting Officer's Technical Representative (COTR) and the CCS within one (1) hour of any incident reported to the duty officer.

1.7.3.2. Respond to emergency situations and direct and coordinate the functions of the security force. Ensure that COTR and CSS are kept apprised of action being taken.

1.7.3.3. Check attendance to ensure that each post is manned as required by the Guard Post Assignment Record. Report posts manned to COTR via email by 0830 each work day.

1.7.3.4. Ensure that all Post Orders, General Orders and specific instructions issued by the COTR are being enforced and affected Shift Supervisors notified.

Review all Special Orders and Officers Duty Books. Ensure all required changes and/or revisions are made in an expeditious manner. Ensure that all Shift Supervisors are aware of any approved memorandums signed by the CSS.

1.8. Post Orders and General Orders. Post Orders and General Orders are specific detailed instructions for contracts employees procedures while performing under this contract. Each post and position on this contract shall have assigned Post Orders drafted by the CSS detailing specific requirements. Compliance with the Post and General Orders shall be mandatory.

1.9. Contractor personnel shall be authorized to operate NASA vehicles as needed to support specific the effort described within this SOW. Tasks shall be accomplished during employee normal duty hours and vehicle operation will be within the Washington, DC metropolitan area. The COTR will notify the Project Manager in advance of requirements.

1.10. Any incidents involving employee safety and health while on NASA property will be reported to the COTR within one day in writing. The contractor shall comply with reporting requirements as specified by NPR 8621.1, NASA Procedural Requirements for Mishap and Close Call Reporting, Investigating and Recordkeeping as required by the NASA HQ Safety Officer.

1.11. Contract Security Classification Specification DD Form 254.

1.11.1. NASA HQ will sponsor the contractor for a TOP SECRET facility clearance.

Performance of this contract will involve possible access, receipt, and storage of classified information at the HQ NASA facility. Only U.S. citizens granted a final personnel security clearances are eligible for access to classified material. The contractor shall meet and comply with the facility clearance requirements for TOP SECRET and the industrial security requirements for access to classified information at the TOP SECRET level in accordance with the National Industrial Security Program Operating Manual, DOD 5220.22-M, dated February 28, 2006 and NPR1600.1. Classified Automated Data Processing (ADP) shall be involved; however, classified information shall not be entered into any ADP system, word processing system, or other electrical systems unless approved by the appropriate NASA official as requisite standards. Requests concerning clarification or interpretation regarding security requirements under this contract shall be directed to NASA HQ Security Office.

1.13. The following Section 508 standards apply to this effort:

- Subpart B — Technical Standards
 - 1194.21 Software applications and operating systems.
 - 1194.24 Video and multimedia products.
 - 1194.25 Self contained, closed products.
 - 1194.26 Desktop and portable computers.

1.14. Emergency Preparedness and Response. The Contractor's obligation may include resolution of unusual or emergency situations. The Contractor may be required to support NASA, within the general scope of work, but in currently unidentified ways, in preparation for, or in response to emergencies. Obligations under this requirement shall only arise when one or more of the criteria at FAR 18.001, enabling NASA to utilize "Emergency Acquisition Flexibilities", are met. If the emergency preparedness and response requirements result in changes to the contract, all contract adjustments shall be processed in accordance with the Changes clause of the contract.

1.15. Indefinite Delivery, Indefinite Quantity (IDIQ) Task Orders. The following requirements shall be accomplished through the issuance of individual task orders by the CO under the IDIQ component of the contract:

1.15.1. The contractor may be required procure parts and equipment for repair and upgrade of NASA HQ systems or infrastructure through established vendor relationships in accordance with Federal Acquisition Regulations (FAR) and NASA FAR guidelines.

1.15.2. Planned Special Events. The contractor shall provide protective services for Planned Special Events. Examples of Planned Special Events include open-house events, executive conferences, employee social events, and VIP visits. The contractor shall be required to provide timely and responsive support for such events.

1.15.3. Unplanned Events

1.15.3.1. The contractor shall provide protective services for Unplanned Events outside of the core effort, as directed by the by the CO. The contractor shall be required to provide timely and responsive support for such events. Examples of Unplanned Events are visits by domestic and/or senior foreign dignitaries, natural disasters, new programmatic requirements, or significant changes in the level of protection required as the result of increased threat levels. Unplanned events may require for contract personnel to work off-site from NASA HQ.

1.15.3.2. At NASA HQ, the contractor shall maintain a capability to provide additional staffing to respond to such contingencies as emergencies, heightened threat situations, and visits by dignitaries.

1.15.4. The contractor may be required to procure service to support the NASA HQ security program that are outside the capabilities of normal staffing, such as major system upgrading or major equipment installation.

1.15.5. The contractor maybe required to provide personnel for tasks that are outside the National Capital Region to support exercises or actual events connected to NASA HQ Contingency of Operations Plan (COOP).

1.15.6. The contractor shall perform administrative and technical security support services as needed by the Government to the Office of Protective Services (OPS) to perform security related activities.

1.15.6.1. The contractor may provide National Security Adjudication related technical and administrative support services in support of NASA OPS.

1.15.6.2. The contractor may perform administrative and technical security services to the OPS in support of Agency level security related activities. Such services include, but are not limited to National Security Adjudication related and Counterintelligence/Counterterrorism (CI/CT) related technical and administrative support services.

1.15.6.3. Contractor employees performing administrative and technical security services in support of the OPS under IDIQ Task Orders may require travel. Travel costs shall be reimbursed in accordance with Federal Travel Regulations.

2. Physical Security

2.1. The contractor shall execute and sustain a comprehensive physical security protection program utilizing physical measures designed to safeguard people, prevent unauthorized access to equipment, facilities, material, and documents, and to safeguard them against damage and loss. Requirements are located in NPRs 1600.1, 1620.2 and 1620.

2.2. The contractor shall submit in writing a monthly report of system security maintenance activity to the CSS and COTR. Reports are due on the first day of each month to the COTR.

2.3 At NASA HQ, the contractor shall conduct an annual comprehensive security assessment of Headquarters using the methodology outlined in NPR 1620.2 and 1620.3. The annual assessment shall be submitted to the COTR in writing by September 30th of each contract year.

3. Access Control Program

3.1. The contractor shall manage and operate the physical, mechanical and electronic/IT systems used to control access to installations, areas, and facilities.

3.2. At NASA HQ, access control system administration shall be performed primarily by the Lenel Regional Administrator, contracted through the NASA HQ Information Technology and Communications Division (ITCD) in support of the Headquarters Security Office.

3.3. The contractor shall adhere to IT policy contained in NPR 2810.1.

4. Uniformed Operations

4.1. The contractor shall provide uniformed security officers to perform tasks such as response to emergencies, enforcing NASA regulations, conduct personnel, vehicular, building and facility checks and inspections, access control, package and parcel inspection, crowd control, parking and traffic control, patrol public areas, staff gates, , observe and report fires, water leaks, environmental threats, and other hazards, lock and unlock buildings and rooms, conduct flag protocols, safeguard other sensitive/available assets, and escort persons and equipment.

4.2. At NASA HQ, the contractor shall ensure that all Headquarters Security Officers have and maintain weapons qualification as required by NPR 1600.1.

4.3. Security supervisors and officer must hold a SECRET security clearance and shall ensure that all General, Post and Special Orders are current and adhered to by the contractor security employees on duty, ensure that every post/position is staffed in accordance with the requirements of this SOW, ensure that in the event of a contractor employee absence that a qualified replacement is assigned to fill the post or position.

4.4. The contractor shall man the 24-hour Security Control Center. It shall be manned by an Armed Security Officer who will act as on duty Security Dispatcher. The Security Control Center will contain the NASA HQ Video Surveillance and Alarm Monitoring functions. The Dispatcher shall maintain radio communication with on duty Security Officers and shall direct the response of Security Officers to incidents, alarms, and emergencies under the guidance of the on duty Security Supervisor. Dispatcher will contact and coordinate with outside emergency responding agencies. The Dispatcher will maintain an Operational Log of events. The Dispatcher will advise the NASA HQ Incident Commander of security activities during an emergency situation.

4.5. The contractor shall provide a central lost and found service for HQ personnel during normal work hours (7:00 to 7:00 PM). This will be a function of the on duty Shift Supervisor.

4.6. The contractor shall be responsible for acquiring supplies and equipment used directly by the contractor employees. This includes any hardware and software associated with the contractor's Security Management Software and Database. Other examples include uniforms, handcuffs, security wands; inspection equipment such as portable and under vehicle inspection mirrors; hand held cameras and film, office supplies; and computer software specific to the

contractor's business activities and not provided by NASA. The contractor shall provide belts, holsters, magazines, magazine pouches and other associated personal gear. Supplies to clean, maintain, and repair firearms, as well as all ammunition for qualification and re-qualification purposes shall be provided by the contractor.

4.7. The contractor shall ensure all personnel obtain and maintain NASA network accounts.

4.8. All armed personnel shall be qualified with the Glock 9mm Model 17. Weapons will be furnished by NASA.

4.9. Every armed security officer shall be issued and shall be required to wear Threat Level III concealable body armor in a color appropriate to the duty uniform, while armed for duty or training. Threat level III concealable body armor shall be provided and maintained by the contractor.

4.10. The contractor shall provide an un-armed Security Receptionist to man the NASA Headquarters Visitor Control Center.

4.10.1. The Security Receptionist shall be responsible for:

4.10.1.1. Maintaining daily visitor lists.

4.10.1.2. Greeting Visitors, verifying access requirements, checking credentials, making log entries, and supporting visitor in contacting sponsors.

4.10.1.3. Ensure requirements for entry by Foreign Nationals are adhered to.

4.10.2. Qualifications for the Security Receptionist:

4.10.2.1. Experience using standard office computer applications

4.10.2.2. Experience in a customer service environment.

4.10.2.3. Experience processing visitors into facilities.

4.10.2.4. Able to communicate effectively verbally and in writing with customers and government staff.

5. Electronic Security Systems

5.1. The contractor shall maintain, and install as needed, electronic security systems (ESS) to include all components associated with the intrusion detection system (IDS), closed circuit television, access control system, electronic locking devices, bollards and other security barriers, audio alarms, X-ray screening systems, magnetometers, and all equipment associated with two-way radio operations. The various security systems will be referred to as the Headquarters Integrated Security System (HISS)

5.1.1. Security system maintenance performed by the contractor shall include normal periodic maintenance, initial trouble shooting, and replacement of parts.

5.1.2. Repairs or upgrades that cannot be performed on site or are beyond the capabilities of the contractor technician shall be accomplished by a separate task order. The contractor shall present cost estimates of work to the COTR for approval prior to commencement of work.

5.1.3. All necessary parts for repairs or upgrades shall be procured by separate task orders or provided by the government.

5.2. The contractor shall perform support and services for the HISS including assisting developing system security plans and certification and accreditation packages. The contractor shall, as required, support acquiring, installing, maintaining and repairing items related to HISS. The majority of work shall be performed at NASA Headquarters however some work shall be performed on an intermittent basis within the Washington, D.C., Metropolitan area. The contractor shall provide data entry in support of the HQ building(s) access system(s).

5.3. Badging Technician. The contractor shall provide on-site support with a Badge Operator to provide day-to-day operation of the Headquarters NASA Headquarters Badging Office. This will include issuing and configuring badges within the Lenel System. Enrolling personnel for smart card using the Universal Registration Client (URC), configuring smart cards using the Card Management System, and creating and disabling NASA Identities within IdMax. The contractor shall be responsible for having a trained backup Badge Operator capable of completing all the duties required by this position. Training at a minimum should be Lenel on-line familiarization course. The HQ Lenel Regional Administrator will certify the Badge Operator as sufficiently trained for the required tasks based on Lenel training standards.

5.4. Security System Technician. The contractor shall provide onsite support with a Security System Technician for electronic technology and provides service, repair, and installation, routine and preventive maintenance to the NASA Headquarters HISS. The Security System Technician will “trouble shoot” and solve problems that arise with the HISS. The Technician will be available twenty-four (24) hours a day and must be able to respond to NASA HQ day or night, weekends and holidays within four (4) hours of being contacted. The Security System Technician and/or any alternate will work in conjunction with the Lenel Regional Administrator in maintaining and operating the HISS. The System Security Technician must be Lenel trained and certified with current certificates that are not dated more than twenty-four (24) months prior to the first day on the contract. Required Lenel courses: 1000R - Hardware, 2000R – Access Control, 3000R – Advanced Access Control, 4000R – Digital Video, and 5000R – Extended Products – Enterprise Edition 7000R. The contractor shall ensure the Technician maintains certification in accordance with with Lenel standards.

5.5. The contractor shall maintain the capability to expand existing electronic security systems as new requirements develop. Electronic security systems that are IT based shall adhere to the IT Security policies set forth in NPR 2810.1.

5.6. The contractor shall coordinate with appropriate officials within the NASA HQ Information Technology and Communications Division (ITCD) or designated contractor representatives any changes, upgrades, or additions to the HISS that involve equipment or services connected to or utilizing HQ NASA computer or communications network resources before any work is accomplished.

6. Locksmith

6.1. The contractor shall provide a full range of locksmith services including lock and key management, data control, installation, and repair of locks and locking devices both mechanical

and electronic, performing emergency openings, setting and changing combinations, fabricating and issuing keys, issuing and controlling padlocks, and maintaining work order information. The Locksmith must hold or be eligible to receive a TOP SECRET security clearance by having a completed SSBI background investigation. The Locksmith must, at a minimum, have completed the GSA Lock and Vault Technician Training and Certification. The Locksmith shall be on a twenty-four hour (24) on call basis in order to respond to requirements and emergencies that need locksmith services. The Locksmith shall maintain a computer database of all work orders involving keys, locks, combinations, doors and any other repairs completed. The records contained in the database shall be made available for review by the COTR or other designated NASA official appointed by the CO, upon request.

6.2. The contractor shall conduct all locksmith services, including the installation of locks, setting combination locks, providing duplicate keys, installing and maintaining high-security locking systems, and emergency opening of all locks, in accordance with DoD 5220.22, "National Industrial Security Program Operating Manual" (NISPOM). The contractor shall issue security keys and maintain the existing data base inventory of security locks and keys. The contractor shall manage the annual lock and key accountability inventory. All data base information shall be accurate and be updated within two (2) working days of completion of work. The records contained in the database shall be made available for review by the COTR or other designated NASA official appointed by the CO, upon request.

6.3. The contractor shall complete all locksmith work orders and key requests, within 48 hours of receipt, and all emergency requests shall be responded to within 24 hours of receipt.

6.4. The Locksmith shall provide annual preventative maintenance on walk-in vault locks, electronic locking devices, and safes. The contractor shall be able to open and repair malfunctioning security containers.

6.5. All items used by the Locksmith in performance of work at NASA Headquarters, acquired either by direct government purchase or by IDIQ task orders, shall be considered government property. Such items include locking devices and secure containers for use or change out, locks, lock cylinders, cipher locks, digital locks, and electromechanical locks; and keys embossed with NASA or other government identification. All lock related items, secure containers and/or safes shall be General Services Administration and/or Department of Defense approved and shall meet Federal Specification FF-L-2740A.

7. ID Management

7.1. The contractor shall manage and operate systems used to identify and issue PIV credentials and or access badges to employees, contractors, and visitors at NASA Headquarters. These databases include the NASA Identity Management and Account Exchange (IdMAX) system, the NASA Card Management System (CMS), and the Lenel Access Control system. The records contained in the database shall be made available for review by the COTR or other designated NASA official appointed by the CO upon request.

7.2. The contractor shall adhere to the requirements of Homeland Security Presidential Directive 12 (HSPD-12) and FIPS 201 in relation to protection of Personally Identifiable information (PII).

7.3. The contractor shall recover ID credentials from personnel upon termination of employment or as directed by the COTR.

7.4. The Government will provide Blank PIV-II card stock as GFP. Ancillary badge material such as non PIV-II card stock, pouches, lanyards and clips shall be procured by the contractor, in accordance with the FAR, and in compliance with FIPS 201 through IDIQ task orders.

8. Dispatchers

8.1. The contractor shall provide personnel to operate the Security Control Center containing emergency and administrative telephones, point-to-point telephones, access control systems, fire and security alarm systems, Closed Circuit Television (CCTV) systems, 2-way radio base stations with multi-net/bridging capabilities, emergency warning systems, and CCTV recording and voice recording systems.

8.2. The contractor shall operate the Headquarters Security Control Center. The operator(s) shall be responsible for dispatching emergency personnel to the scene of a security emergency or other emergency condition, and then to notify appropriate NASA officials as instructed in Post Orders. Alarm and response times shall be noted in the post and special orders. The contractor shall conduct "no notice" alarm response exercises of responding on duty Security Officer on a monthly basis to gauge proficiency at handling emergencies. The contractor shall provide the results of these exercises and any remedial action plans as appropriate to the COTR in writing within 24 hours of exercise completion. In addition, all components of the alarm system will be tested semi-annually to ensure correct operation. Results of these tests shall be provided to the COTR within 5 working days of test completion and corrective actions/repairs completed if necessary. All responses to alarms shall be made in five (5) minutes or less.

8.3. The contractor shall maintain and update written procedures for equipment operation as well as response to routine and emergency events as operational changes occur and with 5 working days once operational changes occur.

8.4. During an incident, the Security Control Center operators shall provide the HQ NASA Incident Command Post with updated information vital to decision making as the information is forwarded by responding Security Officers to the Control Center.

9. Records

The contractor shall furnish security management software capable of maintaining a security database and producing reports for tracking investigative and incident reports created by the Investigator/Trainer or other contractor employees on this contract. The database must be able to track, manage, and report incidents; track certified and registered mail and mail receipts; keep

control of classified material; and maintain activity blotters, access rosters, lock and key requests, key issue and key return, and lost and found items. The required security management software shall be used on stand-alone Government furnished personal computers. The records contained in the database shall be made available for review by the COTR or other designated NASA official appointed by the CO, as requested.

10. Reporting

10.1. The contractor shall report to the Headquarters CCS, the CO, the COTR, and other designated NASA official(s) about any security incident occurring at NASA HQ locations. Security incidents are to be interpreted to include, but not be limited to, any type of threat situation, access or information security breaches, situations involving property damage, accidents, injuries, deaths, and anything that a Security Officer considers to be suspicious (people, items, vehicles, situations, etc.).

10.2. Serious incidents involving injury or death, catastrophes, major accidents, fires, apparent crimes, terrorist incidents, or incidents which involve a serious breach of security, or other incidents that the Government will designate to the contractor, require a preliminary verbal report to the Headquarters CCS, CO, and COTR within five (5) minutes of the contractor being notified or otherwise becoming aware such a serious incident. A written report of these incidents shall be delivered to the Headquarters CCS, CO, and COTR by the end of the shift on which the incident occurs or at the beginning of the next duty day, but not more than 24 hours after the incident occurred.

10.3. "Routine" incident Reports and/or Reports of Inquiry shall be delivered in writing to the Headquarters CCS and COTR within 24 hours after the incident occurred or the contractor was notified to begin an inquiry.

11. Security Administration

11.1. The contractor shall provide Security Specialists and Assistants at the Headquarters to perform the following:

11.1.1 Support in initiating and processing background investigations, security clearances, and visit requests for contractors, foreign nationals, consultants, Intergovernmental Personnel Act (IPA) assignees, civil servant employees and any other position authorized by an appropriate Headquarters Security official.

11.1.2. Review, analyze, file, and assess investigative forms and information. This includes supporting with personnel adjudication document handling and records tracking.

11.1.3. Perform fingerprint, biometrics, photographic, badge processing, and other identification or credential support and manufacturing related activities. Conduct National Crime Information Center (NCIC) checks.

11.1.4. Update and maintain the Headquarters Personnel Security Management System (HPSS) used to track completion of investigations actions.

11.1.5. Participate in emergency preparedness exercises and activities to test the response capability at Headquarters.

11.2. Security Records Management. The contractor shall maintain and operate the following systems of records in accordance with the NASA Records Retention Schedule IAW NPD 1440.6 NASA Records Management:

- i. Pre-employment screenings, excluding civil servants
- ii. Internal access control records
- iii. National Security clearance records
- iv. Title 5 and HSPD 12 related records

11.3. International Visits Coordinator (IVC)

11.3.1. The contractor shall process foreign national, foreign representatives, dignitaries and guests according to current NASA NPR 1371.2 and NPR 1600.1 policies.

11.3.2. The contractor shall support the fabrication and issuance of temporary passes, picture badges/credentials, area permits and temporary area authorizations as needed for new construction areas and special events. Pass, badge, and credential materials will be purchased by the government.

11.3.3. At NASA HQ, the contractor shall enter all pertinent information required in the NASA IdMax System and support Headquarters personnel who require assistance with entering visit information in IdMax.

11.4. Personnel Security Systems

11.4.1. The contractor shall maintain NASA web based databases denoting type of background investigation and clearance information.

11.4.2. The contractor shall ensure Security Specialists and Assistants maintain access to OPM, FBI, and NASA systems necessary to perform work.

11.5. Electronic Questionnaires for Investigations Processing: (e-QIP)

11.5.1. The contractor shall initiate, review and release background investigations utilizing e-QIP.

11.5.2. The contractor shall provide assistance to all NASA Headquarters personnel, regardless of affiliation with the initiation and processing of background investigations to the Office of Personnel Management and other Government agencies. The submission shall be by manual and/or electronic means with follow-up actions as required.

11.5.3. The NASA Headquarters Check-In/Check Out (CICO) system, or any other follow-on employee tracking system, shall be maintained by the contractor and all requests closed once action is completed.

11.6. Adjudications

11.6.1. The contractor shall conduct, document and provide administrative support to the adjudicative process for suitability/access determinations using standards found in NPR 1600.1.

11.7. CNSI/Suitability Investigations. The contractor shall support and coordinate with the Headquarters Human Resources Office personnel in the identification of the type of personnel investigation required for each position, including updating or upgrading requirements. The type of investigation to be conducted is a product of the risk level designation of a position.

11.8. Inquiries. The contractor shall conduct inquiries with personnel during the processing of security background investigation.

11.9. Records Checks. The contractor shall conduct law enforcement records checks to collect criminal and security information.

11.10. Position Risk/Sensitivity Determinations. The contractor shall provide support to process appropriate background investigations as determined by level of risk/sensitivity determination.

11.11. Fingerprinting. The contractor shall process electronic fingerprints and associated data inputs for Headquarters access and Security Background Investigations.

11.12. Personnel Security Data Management. The contractor shall securely maintain all personnel security investigative and screening records on all NASA personnel security cases.

11.13. Hours. The contractor shall ensure that the contractor Security Administration staff is on site 8:00 AM – 4:00 PM, Mon-Fri.

11.14. Qualifications. The contractor shall ensure that employees staffed for Security Administrative functions, both core and IDIQ components, meet the following minimum qualifications:

11.14.1. Security Specialist

11.14.1.1. Minimum 2 years experience adjudicating personnel security investigation submissions.

11.14.1.2. Minimum 2 years experience using Office of Personnel Management (OPM) applications, such as eQip Agency, PIPS, any successor applications, and all federal applications pertaining to HSPD-12/FIPS 201. This requirement may be waived by the Government for Security Specialists providing OPS Security Specialist requirements under Section 1.15.6.

11.14.1.3. Must have attended National Criminal Information Check (NCIC) training within 90 days of commencing performance under contract.

11.14.1.4. Attend a Personnel Security, or other security related, training class once a year to maintain knowledge of current and new national level policies and procedures pertaining to the NASA Personnel Security Program and other NASA security programs. The cost of this training shall be borne by the contractor. The contractor is not required to backfill for employees engaged in training classes. Training cannot be longer than one week.

11.14.2. Security Assistant.

11.14.2.1. Minimum 2 years experience using Office of Personnel Management (OPM) applications, such as e-QIP Agency, PIPS, or other federal applications pertaining to HSPD-12/FIPS 201.

11.14.2.2. Must have attended have National Criminal Information Check (NCIC) training within 90 of commencing performance under this contract.

11.14.2.3. Two years experience using standard office productivity computer applications such as word processing and electronic spreadsheets.

11.14.2.4. Two years experience in a customer service office environment.

11.14.2.5. Two years experience in government security administrative functions, such as badging/enrollments, fingerprinting, processing personnel security applications, and processing visitors to facilities.

11.14.2.6. Must be able to communicate effectively both verbally and in writing with customers and government staff.

11.14.2.7. Attend a Personnel Security, or other security related, training class once a year to maintain knowledge of current and new policies and procedures pertaining to the Personnel Security Program and security programs.

11.14.3. For IDIQ positions in support of the NASA Central Adjudication Facility, experience shall include a minimum of 2 years specialized experience in National Security Adjudications. Specialized National Security Adjudications experience is considered resolving background investigation cases and making determinations about national security risks of potential applicants.

11.14.4. For IDIQ positions in support of the NASA CI/CT Division, 1 year of experience related to performing and/or supporting in performing administrative and technical work related to Counterintelligence/Counterterrorism.

12. Information Security

12.1. Document Destruction. The contractor shall support the proper destruction of documents and media of various classification levels, from unclassified through the TS. This will entail use of government supplied shredders and transportation of material to local government destruction facilities.

12.2. Document Storage and Accounting

12.2.1. The contractor shall be responsible for storing various levels of sensitive but unclassified and classified documents in government storage containers according to NPR 1600.1.

12.2.2. As some documents will have special accountability requirements, the contractor shall develop and maintain accountability and check-out procedures that ensure that only appropriately cleared personnel with a confirmed need-to-know, and if required, proper program briefings, may check out these documents.

12.2.3. The contractor shall be responsible for annual auditing of HQ NASA security containers to verify that all accountable documents can be verified to be in the possession of the proper individual, holding inventories are up to date, documents stored in a proper manner, documents meet declassification standards, and all container documentation is IAW NPR 1600.1.

12.2.4. The contractor shall maintain a listing all security contains, vaults, and safes, within NASA HQ.

12.2.5. The contractor shall conduct investigations of all possible compromises of classified or sensitive information. Report of Investigation shall be provided in writing to the CSS and the COTR within three days of the reported incident.

12.2.6. The contractor shall conduct indoctrination training for all persons needing access to classified information. This training will be one-on-one conducted by the Investigator/Trainer as required when new personnel enter into position requiring access.

12.2.7. The contractor shall prepare and issue classified courier cards.

12.2.8. The contractor shall support NASA personnel in the preparation of classified material for transport.

12.2.9. The contractor shall accomplish the transport of classified materials to off-site destruction centers as needed.

12.3. Classification Management. The contractor shall support the identifying national interest information, either obtained or created by NASA and its various contractors, that requires protection; the type protection required; and duration of protection in accordance with NPR 1600.1

12.4. Sensitive but Unclassified (SBU), For Official Use Only (FOUO), Administratively Controlled Information (ACI), and Successor Terminology

12.4.1. The contractor shall comply with the Computer Security Act of 1987, Public Law 100-235. PL 100-235 defines "sensitive information" as "any information, the loss, misuse, or unauthorized access to or modification of which could adversely affect the national interest or the conduct of Federal programs, or the privacy to which individuals are entitled under Section 552a of Title 5, United States Code (the Privacy Act) but which has not been specifically

authorized under criteria established by an executive order or an act of Congress to be kept secret in the interest of national defense or foreign policy." NASA previously identified this information as "For Official Use Only" with a subsequent change to the term "Administratively Controlled Information" for added clarity. However, recent attempts to provide uniform markings across the government have led NASA to utilize the term "Sensitive but Unclassified" (SBU). SBU data, as identified in NPR 1600.1, Chapter 5.24, requires various markings and protections to prevent unauthorized disclosure.

12.5. Mandatory Training (Executive Order 12958)

12.5.1. The contractor shall comply with Executive Order 12958. EO 12958 prescribes a uniform system for classifying, safeguarding, and declassifying national security information.

12.5.2. The contractor shall develop and implement a program to ensure that all personnel granted a security clearance are trained to comply with E.O. 12958 and are aware of the penalties associated with non-compliance.

12.5.3. The contractor shall store the signed acknowledgements for durations consistent with the NASA Records Retention Schedule.

12.6. Inventory of Classified Container. The contractor shall perform an annual inventory of all classified containers within NASA HQ to include a review of items contained in the containers to determine need, in consultation with the responsible container custodians, if declassification rules apply IAW NPR 1600.1. There are currently 55 classified containers within NASA HQ.

13. Investigation

13.1. The contractor shall provide in-depth fact finding capability using the disciplined, logical, and intuitive tools of the investigative arts, including interviewing, interrogation, documents analysis, and a thorough understanding of State, local and Federal rules of criminal procedure, to identify offenders, acquire and control evidence, and document activities.

13.2.1 The contractor shall provide on-site, a qualified Investigator/Trainer and shall provide security related investigative and training support and services. Services shall include the frequent preparation and presentation of security awareness information and briefings, crime prevention activities, and other security related training, briefings, and education services. The Investigator/Trainer shall be responsible for conducting investigations, security awareness training, briefings, administrative support and central mail registry support for the Headquarters Physical, Personnel, and Information Security Programs.

13.2.2. Security Awareness Training is conducted annually primarily by NASA online systems but the Investigator/Trainer shall provide classroom training for those without computer access.

13.2.3. The contractor shall conduct investigations regarding matters involving security violations and/or criminal activity, and provide investigative reports. The contractor shall coordinate as necessary with the Federal Protective Service and other area law enforcement authorities. There are on average 6 reportable incidents per month.

13.3. The Investigator/Trainer qualifications:

13.3.1. Must hold a TOP SECRET security clearance.

13.3.2. Must have at least two years experience in the following areas:

13.3.2.1. Criminal and administrative investigations

13.3.2.2. Control of classified information

13.3.2.3. Conducting security inspections and surveys

13.3.2.4. Preparing and conducting security education briefing

13.3.2.5. Drafting security education material

13.3.3. Pass the Basic Protective Services Physical Efficiency Battery (BPSPEB)

13.3.4. Experience using standard office productivity computer applications, such as word processing and electronic spreadsheets.

13.3.5. Able to communicate effectively verbally and in writing with customers and government staff.

13.4. Criminal Incident Reports/Records. The contractor shall provide complete reports on criminal incidents reported. Maintain records of crime and criminal information in accordance with NASA Records Retention Schedule. The contractor shall prepare and forward to the COTR, quarterly statistics in accordance with NPR 1600.1.

13.5. Testify in Court/Other Official Hearings. The contractor shall give direct evidence in the form of sworn testimony, to identify legal issues, establish facts, and identify procedures in judicial and non-judicial settings.

13.6. Evidence Collection & Storage

13.6.1. The contractor shall identify, protect, and retain evidence in criminal and administrative matters to maintain integrity and establish chain of custody for a period of time as provided by the COTR.

13.6.2. The contractor shall apply federal rules of criminal procedure to maintain the legal value of items identified as evidence, related to the identity of the perpetrator, fruits of the crime, or evidence of a crime, contraband or other items illegally possessed.

13.7. Standard Operations Log. The contractor shall create a daily Operations Log of events associated with criminal incidents, life safety, and general security. A electronic version will be forwarded of the previous days log to persons identified by the COTR. A paper copy of Operations Log will be retained by the Contractor for three years.

13.8. Federal, State & Local Liaison. The contractor shall establish and maintain a cordial and professional working relationship with various levels of Federal, State and local law enforcement agencies, whose jurisdictions include, abut, impinge or are excluded from specific areas of operation.

13.9. Crime Scene Protection

13.9.1. The contractor shall respond to and protect the physical area associated with criminal activity likely to provide valuable information to the investigative process.

13.9.2. The contractor shall guard and maintain the legal and physical integrity of evidence from destruction, tampering, or loss.

14. Training Requirements and Mandatory Skill and Performance Levels

14.1. NASA Certifications

14.1. NASA Protective Services Training Academy (NPSTA).

14.1.1. All shift supervisors shall attend a NPSTA class in order to be certified for federal arrest authority under Section 304(f) of the National Aeronautics and Space Act of 1958, as amended and 14 CFR Part 1203b--Security Programs.

14.1.2. Supervisors shall be certified before being posted as a supervisor and must maintain their certification to remain a supervisor.

14.2. NASA Security Officer Fundamentals Course (SOFC)

14.2.1. All security officers at NASA HQ shall meet the training standards with the NASA SOFC.

14.2. 2. The contractor shall have on staff a certified NASA Protective Services Training Academy (NPSTA) instructor to train and certify officers. The instructor shall comply with all guidance and standards for officer training and certification as published by the NASA Office of Protective Services (OPS).

14.2.3. Security Officers shall not be posted to work at NASA HQ before being SOFC certified.

14.3. NPSTA/SOFC Implementation. On implementation of contract, the contractor shall have 90 days to have a training NFLETS instructor on staff. The contractor shall have 180 days to certify all security officers on the contract. During the implementation period, officers brought on contract shall have at minimum, GSA certification.

14.4. NASA HQ Local Orientation Training. In addition to SOFC certification, all officers shall receive 24 hours of training orienting them to local HQ procedures, environment, and equipment. This onetime only 24 hours of training shall be accomplished before a security officer is posted. The orientation curriculum shall be approved by the COTR.

14.5. Firearms Training and Weapons Maintenance

14.5.1 The contractor shall conduct firearms range operations as may be necessary to maintain the required qualification and proficiency of the workforce, and support of NASA civil servant training requirements.

14.5.2. Range operations may be conducted on NASA facilities or on non-NASA facilities where appropriate. At NASA HQ, there is not a firearms range facilities. The contractor shall coordinate the use of range facilities to conduct qualification, re-qualification, and other

firearms training related activities. The Contractor is not allowed to take firearms offsite while working a post; however the Contractor is allowed to take firearms offsite with the COTR's approval for firearms training only. Storage areas and cleaning area for weapons will be provided by NASA. The Contractor is responsible for weapons to be issued and returned for on duty employees.

14.5.3. The contractor shall ensure the safety of range operations and shall conduct lead monitoring and other operational or safety reviews as may be necessary.

14.5.4. The contractor shall ensure the safety, serviceability and proper maintenance of all firearms, ammunition and related equipment utilized by the contractor.

14.5.5. The contractor shall be responsible for providing all ammunition, weapons cleaning materials and supplies, firearms parts and repairs costs, range fees, transportation to and from the ranges, and other costs associated with Security Officers firearms qualification, re-qualification and carrying the firearms. The contractor shall be responsible for all maintenance, repair, and cleaning of Government provided firearms. The contractor shall only clean weapons and store cleaning fluids and solvents at a suitable location.

14.5.6. Firearms maintenance shall be conducted by a qualified armorer. The armorer shall have completed a recognized Gunsmith course – military, law enforcement, or private industry - and the qualifications approved by the COTR.

14.6. Quality Control. All uniformed officers shall be reviewed annually by contractor Quality Control staff concerning information contained in Post and General Orders, proficiency in specific duty tasks, general security officer skills, and items covered during SOFC training. The results of reviews will be provided to the COTR within 5 working days of each occurrence. The contractor will maintain a current statistical record of pass and fail items to be made available to the COTR on request.

14.7. Non-lethal Weapons. The contractor shall ensure that all uniformed personnel have been trained and certified on the use of an electroshock incapacitant weapon of the type and manufacturer indentified by NASA. The contractor shall supply each officer with single shot law enforcement Taser Model X26.

15. Required Security Education, Briefings and Orientations

15.1. The contractor shall provide security education, annual and periodic security briefings to both internal and external personnel. Examples include classification management training, SBU training, annual or periodic security briefings for those with access to various categories of classified information or Special Access Programs, annual workplace violence train.

15.2. The contractor shall generally provide security education support or administration, briefing, training media, for external programs for which they administer.

15.3. The contractor shall conduct crime prevention training for the general NASA population. Training may include but is not limited to such topics as locking offices and security containers, use and control of keys and security systems, and general loss prevention topics.

15.4. Emergency Management Training

15.4.1. The contractor shall participate in emergency Management training for the general population as required by NPR 8715.2, the National Incident Management System (NIMS) and other requirements.

15.4.2. The contractor shall support comprehensive drills, tests and exercises. The contractor shall support efforts associated with the Continuity of Operations Plan (COOP), to include significant support of COOP drills and exercises.

16. Staffing

16.1. Staffing Configuration:

The table below shall be used as the minimum staffing requirements for NASA Headquarters protective services positions:

Type Employee	Description and Location	Time	Hrs/Day	Days/Wk
Security Receptionist Un-armed	Fixed, Main Desk, West Lobby, Ground Floor, Access/Egress Control	0001 - 2400	24	7
Security Officer Armed	Fixed, East Lobby Security Desk, Ground Floor, Access/Egress Control	0600 - 1900	13	Mon - Fri
Security Officer Armed	Fixed, East Lobby Ground Floor, Standing, Access/Egress Control	0700 - 1700	10	Mon - Fri
Security Officer Armed	Rover	0001-2400	24	7
Security Officer Armed	Fixed, Loading Dock, Access/Egress Control	0600 – 1700	11	Mon - Fri
Security Officer Armed	Supervisor, Roving, Entire Building	0001 - 2400	24	7
Security Officer Unarmed	On-site Project Manager, Entire Building	0700 - 1500	8	Mon – Fri
Security Officer Armed	Rover	0001 - 2400	24	7
Security Investigator/ Trainer Un-armed	Investigator/Trainer, Ground Floor, Security Office, Entire Building	0800 - 1600	8	Mon – Fri
Security Officer Armed	Fixed, Garage Entrance	0530 - 1900	13.5	Mon – Fri
Security Officer Armed	Fixed, West Lobby, Ground Floor, Access/Egress Control	0700 - 1500	8	Mon – Fri

Type Employee	Description and Location	Time	Hrs/Day	Days/Wk
Security Officer Armed	Fixed, West Lobby, Ground Floor, Access/Egress Control	0001 - 2400	24	7
Security Officer Armed	Fixed, East Lobby, Ground Floor, Access/Egress Control. This position shall function as an additional Security officer in the West Lobby at Post 14H from 1500 – 1700 hours. Rover	0600 - 1900	13	Mon – Fri
Security Officer Armed	Fixed, East Lobby, Ground Floor, Access/Egress Control Rover	0700 - 1500	8	Mon – Fri
Security Officer Armed	Fixed, Alley Entrance	0600 - 1700	11	Mon – Fri
Security Officer Armed	Rover	0800 - 1600	8	Mon – Fri
Security Officer Armed	Fixed, Security Control Room	0001 - 2400	24	7
Security Specialist	Security Office	0800 - 1600	8	Mon- Fri
Security Assistant (2)	Security Office	0800 - 1600	16	Mon-Fri
Badging Technician	Security Office	0800 - 1600	8	Mon- Fri
Locksmith	Security Office	0800 - 1600	8	Mon- Fri
Security System Technician	Security Office	0800-1600	8	Mon-Fri

16.2. Project Manager and the Investigator/Trainer shall not normally be armed but shall maintain weapons qualifications and be assigned a weapon for issue during emergency situations.

16.3. The contractor shall ensure that all positions are manned with fully qualified persons at all times. The contractor shall ensure that Security Office administrative staff and the Locksmith positions are manned by a fully qualified replacement should an employee not be on site more than one working day. The COTR shall be immediately notified of manning short falls in writing. The contractor shall not be paid for unmanned posts and an adjustment of the monthly invoice shall be made.

17. Physical Fitness Requirement

17.1. The contractor shall adequately train their security to meet the rigors of the protective services. The contractor shall provide the COTR with written records demonstrating the meeting of fitness standards detailed below for new employees and existing employees annually.

17.2. NASA requires completion as a minimum standard the annual Basic Protective Services Physical Efficiency Battery (BPSPEB). The standard applies to Security Officers, Investigators, and all other contractor employees authorized to be armed. Standards superior to those set out in the PSPEB shall be evaluated for acceptability.

17.3. All of the items in the BPSPEB listed below must be accomplished in sequence within seven minutes started from a seated position:

- Complete 220 yard run
- Navigate an obstacle course [40 inch wall, three hurdles (24 inch, 12 inch, 18 inch high), serpentine pylon maneuver, low crawl) - total length 115 feet]
- Complete 50 foot sprint
- Drag 150 lb dummy 100 feet
- Repeat obstacle course
- Repeat 220 yard run
- Return to a seated position
-

17.4. The BPSPEB will be administered to all employees referenced in 17.2 and successfully completed before employees are posted on site. Employees shall be recertified on the BPSPEB annually thereafter.

18. Qualifications

18.1. Citizenship. All officers must be United States citizens.

18.2. Personal Traits. Sworn Officers shall; 1) Exercise good judgment, 2) Interact with people in a professional manner, 3) Maintain a high level of performance, and 4) Maintain poise and self-control under stress.

18.3. Education and Experience

18.3.1. The Contractor shall certify that sworn officers have as a minimum;

18.3.2. A high school diploma or General Equivalency Diploma (GED).

18.3.3. Possess and maintain a valid state driver's license.

18.3.4. The ability to read and speak the English language, understand, and apply written rules, detailed orders, instructions and training material. Construct and write clear, concise, accurate and detailed reports.

18.3.5. User level computer skills operating standard word processing programs.

18.4. Age Qualifications. The Contractor shall ensure that, at the time of employment, each security officer is at least 21 years of age.

18.5. Pre-Employment Investigation

18.5.1. The Contractor shall ensure that no security officer/employee has a felony conviction.

18.5.2. Armed employees shall not have a misdemeanor conviction that reflects on the individual's suitability.

18.5.3. Persons convicted of or under indictment for a misdemeanor crime of domestic violence are prohibited from employment as an armed security officer/police.

18.5.4. All employees must meet the requirement of position risk determination and NASA access suitability in NPR 1600.1 and HSPD-12.

18.5.5. The Contractor shall conduct or have conducted a pre-employment suitability investigation for each individual. The investigation must include the following:

18.5.6. Search of police files in the area of residence for a period of five (5) years.

18.5.7. Inquiries of former employers for a period of five (5) years.

18.5.8. Information that may reflect on the suitability of the security officer/police to perform security duties under this contract.

18.5.9. The Contractor shall provide the results of the investigative reports for each officer to the NASA Chief of Center Security not later than 7 days prior to beginning duty. This will be in form of Visit Letter as stipulated in the NISPOM.

18.6. Standards of Conduct

18.6.1 The Contractor shall provide a standard operating procedure "Standards of Conduct", for all employees.

18.6.2 The Contractor shall provide a standard operating procedure "Standards of Conduct for Officers" that specifically addresses the behavior and conduct of uniformed and non-uniformed officers that are members of the Contractor's security force representing NASA protective services.

18.6.3 Each Contractor employee shall adhere to general standards of conduct that reflect creditably upon themselves, their employer, NASA, and the Federal Government.

18.6.4 The Contractor shall remove any Contractor employee from the work site and/or this contract for failure to comply with the general standards of conduct.

18.7. Fitness for Duty

18.7.1. Contractor employees shall all times, while performing under the contract, be determined fit for duty. A determination of unfitness is to be made in the event of violation of any rule or regulation applicable under this contract or other misconduct or delinquencies including but not limited to the items, examples, activities, or behaviors listed in 18.7.2 as well as meeting and maintaining all qualifications for employment itself.

18.7.2. The contractor shall take all necessary actions when a contractor employee is unfit for duty based upon violation of any rule or regulation applicable under this contract, or other misconduct or delinquency. Examples of such unfitness, misconduct and/or delinquencies include (listed without regard to the order of importance or priority), but are not limited to:

18.7.2.1. Violation of the Rules and Regulations for Government Public Buildings and Grounds FPMR 101-20.3.

18.7.2.2. Neglect of duty, including sleeping while on duty, watching personal televisions, conducting personal phone calls during official time, unreasonable delays or failures to carry out assigned tasks, conducting personal affairs during official time, refusing to render protective

services or safety related assistance to persons at Headquarters locations, or refusing to obey lawful orders and instructions given by supervisors and/or contained in post orders for performing the duties and responsibilities of this contract.

18.7.2.3. Falsification or unlawful concealment, removal, mutilation or destruction of any official documents or records, or concealment of material facts by willful omissions from official documents or records.

18.7.2.4. Disorderly conduct, use of abusive or offensive language, quarrelling, intimidation by words or actions, or fighting. Also, participation in disruptive activities which interfere with the normal and efficient operations of NASA.

18.7.2.5. Theft, vandalism, immoral conduct, or any other unethical or criminal actions.

18.7.2.6. Selling, consuming, possessing, or being under the influence of intoxicants, drugs, or substances which produce similar effects, while on duty. (Use of prescription drugs has requirements. Contractor employees using properly authorized prescription drugs must notify the Project Manager or his/her Supervisor of the name, type, and known reactions of the prescription drug prior to assuming any post or position. The Project Manager or Supervisor must make a determination whether the prescription drug will impair the abilities and judgment of the contractor employee prior to the contractor employee being permitted to assume his/her post or duties.

18.7.2.7. Unethical or improper use of official authority or credentials.

18.7.2.8. Unauthorized use of communications equipment or Government property.

18.7.2.9. Violations of security procedures or regulations.

18.7.2.10. Recurring tardiness or failure to appear for duty.

18.7.3. The contractor shall be required to obtain all investigative forms in accordance with the National Industrial Security Program and forward the completed forms to Defense Industrial Security Clearance Office for submission of the investigation. Upon favorable completion of the investigation receipt of Defense Industrial Security Clearance Office Form 560, Letter of Consent, the contractor shall submit a clearance letter to the COTR and the Headquarters CCS validating that the employee has a valid Secret or Top Secret security clearance. Upon receipt of the clearance verification, the employee shall then be eligible to work on this contract and a commencement date may be established.

18.7.4. On a case by case basis, NASA may grant employees temporary access to facilities while normal security clearance processes are being conducted. **The granting of temporary access is the exception, not the rule, and any decision to accept such a request from the contractor is the prerogative of NASA and not the right of the contractor.** Refusal on the part of NASA to approve any employee for access exemption shall not be an excuse for the contractor's failure to perform. NASA's granting of temporary access to any contractor employee shall not be considered as any assurance that full clearance will follow. The granting of either temporary or full clearance shall in no way prevent, preclude or bar the withdrawal or termination of any such clearance or access by NASA.

18.7.5. The contractor and its employees shall be required to cooperate with any investigation, drug detection and screening procedures as may be required and requested by NASA.

18.7.6. In the event an applicant has served in the military services, discharge from past service tenure must be honorable. A copy of the Honorable Discharge certificate and the applicant's Form DD 214 must be made available to the contractor and NASA or other government officials for inspection.

19. Uniform and Support Equipment Standards

19.1. Security Officer

19.1.1. The Contractor shall issue standard, complete, adjusted for climate, appropriate uniforms to all uniformed officers to be worn at all times when on duty or as directed. Every armed security officer shall be issued and shall be required to wear Threat level III concealable body armor in a color appropriate to the duty uniform, while armed for duty or training. Two carriers shall be issued to each officer.

19.1.2. Every Security Officer (Armed,) must be attired and equipped to a single standard. Consideration for climate and geography is authorized by adjustments of fabric type and weight. The uniform selected by the Contractor, shall conform to high quality manufacture and shall provide for quality appearance, safety, comfort, durability, stain resistance, and performance.

19.1.3. Sufficient quantities of uniforms shall be issued to provide officers with clean serviceable uniforms for daily use.

19.2. Non-Security Officer

19.2.1. The Project Manager and Investigator Trainer shall wear appropriate and standard civilian professional attire.

19.2.3. Contractor identification on civilian attire is not authorized when civilian clothing is worn in lieu of a uniform.

19.3. Appearance

19.3.1. The uniform shall present a favorable public image.

19.3.2. The appearance of uniforms shall fit well and be clean, neat, and well pressed.

19.3.3. Foot wear shall be clean and polished at all times.

19.3.4. All officers shall wear the same color and style of uniform.

19.3.5. The approved shield and nametag, either metal or embroidered, identifying the wearer as a security officer, shall be worn on the duty shirt, outer garment and hat.

19.3.6. Contractor identification, logo, or trademark, shall not be worn or displayed on the uniform at any time.

19.3.7. Inappropriate wear of the uniform while off duty is prohibited.

19.3.8. Uniforms and equipment for security officers must consist of the following minimum items considering geographical and climate conditions:

19.3.9. Headgear shall include as a minimum high quality baseball style cap and appropriate cold weather caps where necessary.

19.3.10. A standard uniform black necktie shall be worn with the long sleeve shirt. The neck tie shall not be worn with the short sleeve shirt.

19.3.11. A standard uniform duty shirt gray in color shall be worn. Both short and long sleeve shirts shall be available for wear. Shirts shall be sized for the continuous wear of concealable

body armor. Adjustments to fabric for climatic conditions shall match the look and appearance of the standard uniform as much as possible

19.3.12. Shirts: shirts shall be seven (7) button placket fronts with shoulder epaulets and have sewn in creases. Shirts shall have pleated and scalloped pockets and a badge sling on the left breast pocket.

19.3.13. Trousers: standard uniform duty trousers shall be black in color. Adjustment of fabric for climatic conditions shall match the look and appearance of the standard uniform as much as possible. Trousers shall have no cuff.

19.3.14. Sweater: standard uniform duty V-neck black, military style, badge tab, shoulder epaulets.

19.3.15. Shoes: standard uniform duty black shoes. Athletic shoes are not acceptable.

19.4. Duty Gear:

19.4.1. Standard uniform duty gear shall be plain black. All duty gear shall be fully serviceable and professional in appearance. Duty Gear shall include a duty belt, level III retention holster, pants belt, belt keepers, reflective vest, magazine pouch, radio carrier, baton, baton holder, flashlight carrier, handcuff pouch, nametag, US Flag patch on right sleeve, appropriate rank insignia, NASA patch, and other items as approved by the COTR.

19.4.2. Rain Suit and cold weather clothing; standard uniform duty coat, rain boots, gloves and cold weather parka and pants appropriate for cold climate locations.

19.4.3. Patrol Jacket with fluorescent yellow Hi Visibility outside and black reversible inside.

19.4.4. Body Armor; standard uniform duty white or blue National Institute of Justice (NIJ) compliant threat level III or IIIA. Each Security Officer (Armed) is required to wear issued concealable body armor, level III or IIIA, while armed for duty or training. Two carriers shall be issued to each officer.

19.5. Non-uniformed officers shall wear professional attire that meets the needs of the mission and complies with the provisions of this attachment in color scheme and readily identifies the wearer as Security Staff. Contractor identification on civilian attire is not authorized when civilian clothing is worn in lieu of a uniform.

19.6. Any proposed changes or modifications to the standard uniform shall be approved by the COTR.

19.7. The contractor shall furnish all duty gear to include non-lethal weapons. NASA will furnish handheld radios and firearms.

20. Psychological Screening

20.1. A battery of psychological examinations, including Minnesota Multiphasic Personality Inventory (MMPI) MMPI-2 and the Shipley Institute of Living Scale shall be administered to all applicants.

20.2. The purpose of these examinations is to screen applicants who possess significant employment risk factors and to identify applicants who exhibit behavioral characteristics associated with employment success.

20.3. In addition, these tools are used to ensure all armed security officers are free of problems that may adversely affect job performance. The evaluation must focus on the applicant's suitability for high-risk and high-stress work.

20.4. Each examination shall be forwarded to a clinical psychologist for evaluation. Upon receipt of this evaluation, the Contractor shall use these findings to determine the applicant's suitability for employment.

21. Drug Testing and Drug & Alcohol-Free Workforce Requirements

21.1. Drug-Free Workplace

20.1.1. The Contractor shall comply with federal policies on "drug-and alcohol-free" work places as well as NASA FAR Supplement Subpart 1823.5—"Drug-Free Workplace".

21.1.2. The contractor shall institute and maintain a program for achieving a drug-and alcohol-free workforce.

21.1.3. As a minimum, the program shall provide for pre-employment, reasonable suspicion, random, post-accident, and periodic recurring (follow-up) testing of contractor employees in sensitive positions for use, in violation of applicable law or Federal regulation, of alcohol or a controlled substance.

21.1.4. The Contractor may establish its testing or rehabilitation program in cooperation with other contractors or organizations.

21.1.5 The plan for this program shall be submitted to the Agency COTR for review and approval.

21.2. Mandatory Guidelines for Federal Workplace Drug Testing Programs

The Contractor's program shall conform to the "Mandatory Guidelines for Federal Workplace Drug Testing Programs" published by the Department of Health and Human Services (59 FR 29908, June 9, 1994) and the procedures in 49 CFR part 40, "Procedures for Transportation Workplace Drug Testing Programs," in which references to "DOT" shall be read as "NASA", and the split sample method of collection shall be used.

22. DOCUMENTS

22.1. Compliance Documents:

EO 12472, Telecommunications Preparedness

EO 12656, Assignment of Emergency Preparedness Responsibilities

EO 12958, Classified National Security Information

HSPD-12 Policy for a Common Identification Standard for Federal Employees and Contractors

NPD 1040.4 NASA Continuity of Operations (COOP) Planning Procedural Requirements
NPD 1440.6 NASA Records Management
NPD 1600.2 NASA Security Policy
NPD 1660.1 NASA Counterintelligence (CI) Policy
10NPD 2190.1 NASA Export Control Program
NPD 8710.1 Emergency Preparedness Program
NPR 1040.1 NASA Continuity Of Operations Requirements
NPR 1371.2 NASA Foreign National Access Policy
NPR 1600.1 NASA Security Program Procedural Requirements with Change 1
NPR 1620.2 Physical Security Vulnerability Risk Assessments
NPR 1620.3 Physical Security Requirements for NASA Facilities and Property
NPR 1660.1 Counterintelligence (CI) and Counterterrorism (CT) Procedural Requirements
NPR 2190.1 NASA Export Control Program Revalidated with changes
NPR 2810.1 Security of Information Technology
NPR 8621.1 NASA Procedural Requirements for Mishap and Close Call Reporting, Investigating and Recordkeeping
NPR 8715.2 NASA Emergency Preparedness Plan Procedural Requirements - Revalidated

22.2. Reference Documents

5 U.S.C 7301 Presidential regulations
20HE-Government Act of 2002, P.L. 107-347
Federal Information Processing Standards Pub 201 (3-2006)
Federal Preparedness Circular-65, Federal Executive Branch Continuity of Operations
HSPD-5 Management of Domestic Incidents
HSPD-7 Critical Infrastructure, Prioritization, and Protection
HSPD-8 National Preparedness
National Incident Management System
National Industrial Security Program Operating Manual (NISPOM)(dtd 2006)
NFPA Codes and Standards
Public Law 100-235, Computer Security Act
NPD 1000.0 Strategic Management and Governance Handbook
NPD 1371.5 Procedural Requirements for Processing Requests for Access to NASA Installations or Facilities
NPD 1382.17 NASA Privacy Policy
NPD1400.1 Documentation and Promulgation of Internal NASA Requirements
NPD 1420.1 NASA Forms Management
NPD 1800.2 NASA Occupational Health Program
NPD 1820.1 NASA Environmental Health Program
NPD 2110.1 Foreign Access to NASA Technology Transfer Materials
NPD 2200.1 Management of NASA Scientific and Technical Information
NPD 2530.1 Monitoring Or Recording Of Telephone Or Other Conversations

NPD 2800.1 Managing Information Technology
NPD 2810.1 NASA Information Security Policy
NPD 2820.1 NASA Software Policy
NPD 4100.1 Supply Support and Material Management Policy
NPD 4200.1 Equipment Management
NPD 4300.1 NASA Personal Property Disposal Policy
NPD 7410.3 Performance of Commercial Activities
NPD 7410.5 Approval of Early Payment to Contractors Under the Prompt Payment Act
NPD 7500.1 Program and Project Logistics Policy
NPD 8700.1 NASA Policy for Safety and Mission Success
NPD 8710.2 NASA Safety and Health Program Policy
NPD 9501.1 NASA Contractor Financial Management Reporting System
NPD 9910.1 Government Accountability Office and NASA Office of Inspector General
Audit Liaison, Resolution, and Follow-up
NPR 1400.1 NASA Directives Procedural requirements, w change 1
NPR 1800.1 NASA Occupational Health Program Procedures
NPR 2200.2 Requirements for Documentation, Approval, and Dissemination of NASA
Scientific and Technical Information
NPR 2210.1 External Release of NASA Software with Change 1
NPR 2800.1 Managing Information Technology with Change 1
NPR 2830.1 NASA Enterprise Architecture Procedures
NPR 3792.1 Plan for a Drug Free Workplace
NPR 4100.1 NASA Materials Inventory Management Manual
NPR 4200.1 NASA Equipment Management Procedural Requirements
NPR 4200.2 Equipment Management Manual for Property Custodians with Change 1
NPR 4300.1 NASA Personal Property Disposal Procedural Requirements
NPR 4310.1 Identification and Disposition of NASA Artifacts
NPR 5101.33 Procurement Advocacy Programs with Change 2
NPR 5200.1 Industrial Labor Relations Manual
NPR 8715.1 NASA Occupational Safety and Health Programs with Change 3
NPR 8715.3 NASA General Safety Requirements
NPR 8735.2 Management of Government Quality Assurance Functions for NASA
Contracts
NPR 9501.2 NASA Contractor Financial Management Reporting